ICD-10 Provider Implementation Toolkit

ICD-10: Now is the Time

On January 16, 2009, the U.S. Department of Health and Human Services (HHS) released the final rule mandating that everyone covered by the Health Insurance Portability and Accountability Act (HIPAA) must implement the International Classification of Diseases, 10th Edition diagnosis and procedure codes (ICD-10), for medical coding. Given the magnitude of the change, HHS, updated the final rule on August 24, 2012, which moves the ICD-10 compliance date from the initial proposed deadline of October 1, 2013 to October 1, 2014.

On **October 1, 2014**, the ICD-9-CM diagnosis codes will expand from 18,000 unique codes to 140,000 unique codes in ICD-10. This transition to ICD-10 will give providers the language to accurately describe the severity of their patient's illnesses.

With the ICD-10 compliance date less than two years away (October 1, 2014), it is important for providers to **understand the impact** on their office, workflows, and documentation. For providers that own and operate their own practice, preparing starts now. Furthermore, advanced planning and education are crucial to the successful implementation of ICD-10.

Preparing for ICD-10 can be overwhelming. However, St. Joseph Health is committed to equipping its providers with the necessary tools for successfully implementing ICD-10. By reviewing this toolkit, providers can 1) determine if they are preparing staff to accurately code, 2) confirm that vendors will accept ICD-10 codes, and 3) understand how payers will receive and reimburse claims submitted by the practice. Do not delay in reviewing this toolkit. As each day goes by, it leaves less time to prepare.

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Basic Information and Tips

Before getting started and becoming too overwhelmed, let's understand the basics. The Centers for Medicare and Medicaid (CMS) have developed some helpful overviews of ICD-10, allowing providers to understand the impact and importance of this implementation.

- ICD-10 Transition: An Introduction

- FAQs: ICD-10 Transition Basics

- ICD-10 Basics for Medical Practices

- Talking to Your Vendors About ICD-10: Tips for Medical Practices

- American Medical Associate (AMA): ICD-10 Preparation and Basic Information

- American Health Information Management Association (AHIMA): ICD-10 FAQs

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Latest News

- [HHS announces a one-year delay for ICD-10](#) (View the Final Rule [here](#))

- [The new rule replaces the original compliance date of October 1, 2013 with a new compliance date of October 1, 2014](#).

- [AMA is still trying to postpone ICD-10 or skip to ICD-11, due to the implementation costs of ICD-10 and competing health IT initiatives](#).

- [Delaying ICD-10 another year will translate into a loss of up to $22 billion for the U.S. health care industry. Given the considerable financial investment made by entities to prepare for ICD-10, it is recommended that the government not delay another year.](#)

- [Despite AMA's efforts, acting CMS Administrator, Marilyn Tavenner, confirmed the October 1, 2014, ICD-10 deadline and it was announced that there will be no more extensions according to a letter sent from the department of Health and Human Services.](#) (View the Letter [here](#))

- Vendors and Payers continue in their efforts and plan to implement changes by October 1, 2014. As seen by [various preparation initiatives around the country](#), the payers will only be accepting ICD-10 codes and any submissions of an ICD-9 code will be denied after the compliance date.

  - Click on the links below to view information and resources provided by various payers

    - [California Blue Cross Blue Shield](#) (Visit their Website [here](#))

    - [Texas Blue Cross Blue Shield](#)

    - [Aetna](#)

  - Click on the links below to view information and resources provided by various vendors

    - [Meditech](#)/[Allscripts](#)

    - [Next Gen](#)

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Implementation Guides

Although the ICD-10 conversion will provide greater documentation clarity in the long run, providers face a challenging transition period immediately following conversion. The transition to ICD-10 could significantly undermine financial performance. Overall implementation should include the following:

1. **General Organization:** Establish a monthly meeting or develop a task force/working groups within the office and assign one to review progress and updates around a conversion strategy.

2. **Information Technology:** Reach out to the IT vendors, utilizing the checklists provided, to determine their plans for ICD-10 readiness.

3. **Coding and Clinical Documentation:** Identify the top diagnoses and clinical areas with the greatest opportunity (i.e. high volume or high revenue diagnoses). Identify clinical forms with ICD-9 codes and determine any remediation to a provider's superbill. Attend training sessions that are provided and stay updated with resources to understand how documentation will change and be impacted by ICD-10.

4. **Revenue Cycle:** Review the end-to-end testing strategies and determine when and how the practice will submit a test ICD-10 claim before October 1, 2014.

5. **Payer Contracting:** Mitigate financial risk(s) by conducting risk assessments for specific payer contracts and work with payers/clearinghouses to define post-conversion denials and appeals strategies.

The following ICD-10 implementation guides are intended to assist with ICD-10 implementation.

- CMS Updated ICD-10 Implementation Information
- CMS ICD-10 Implementation Guide/Checklist for Small/Medium Provider Practices
- CMS ICD-10 Implementation Guide/Checklist for Large Provider Practices
- AHIMA ICD-10 Implementation Guide (Please note the dates do not reflect the new October 2014 compliance date)
- AMA ICD-10 Implementation Guide
- HCPRO ICD-10 Implementation Guide

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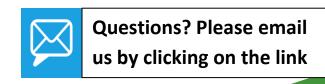
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Implementation Timelines

The following ICD-10 Implementation timelines will guide provider practices through the ICD-10 transition. Please view the CMS website for additional ICD-10 Implementation guides and timelines.

- CMS ICD-10 Implementation Timeline for Small/Medium Provider Practices

- CMS ICD-10 Implementation Timeline for Large Provider Practices

- AHIMA Website (Interactive Step-by-Step Timeline)

- AHIMA Timeline for Physician Office

- American Academy of Professional Coders (AAPC) Implementation Timeline (must pay for an assessment and timeline)

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Education and Training-Office Staff

ICD-10 education and training is crucial for the surviving the ICD-10 transition. Providers will need to understand how ICD-10 specificity changes current documentation. In addition, coders and billing staff will need to be trained on new coding guidelines associated with ICD-10 requirements. The education and training section is broken into two categories. Please review these resources specific to providers and coders.

Office Staff/Billing/Coder Training:

It is recommended to have current coders/billing staff understand the changes in the ICD-9 codes. There are various webinars/classes to help the staff understand these changes. It is recommended to immediately begin anatomy and physiology training with in-depth ICD-10 code-set training starting no later than January 2014. Please review these helpful training resources:

- AHIMA Recommended Educator Training Timeline for ICD-10 CM and PCS

- Inpatient Coder – AHIMA Resource

- Outpatient Coder –AHIMA Resource

- Outpatient (Office) and Inpatient (Hospital) Coder ICD-10 Training provided by AHIMA (Must pay for training)

- ICD-10 Training for Outpatient (Office) Coders provided by AAPC (Must pay for training)

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Education and Training – Provider

St. Joseph Health in-depth ICD-10 documentation training will begin January 2014. This date may seem far away, but there are many initiatives supporting the current world of provider documentation because ICD-9 serves as the foundation for ICD-10. Due to this, there are many documentation opportunities within the current environment and it is recommended to review the current issues with documentation and lack of specificity to help prepare for ICD-10. Understanding the impacts of ICD-10 will help providers remediate templates, superbills, and other documentation guides.

Provider Training:

- St. Joseph Health is committed to provide training to their providers. St. Joseph Health will provide on-site specialty specific training and self-training e-learning modules to help providers understand ICD-10's impact on documentation. Formal announcements of these training sessions will be revealed in fall of 2013 by St. Joseph Health.

- Want to start now? There are many free resources available to providers around ICD-10 training. Please view current training provided by Medscape on the CMS website. (Medscape account required)

- Medscape Modules Available on ICD-10 (CMEs provided)

- ICD-10 Clinical Requirements (Available Summer 2013 and payment required)

- CMS ICD-10 Website

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Testing Readiness

End-to-End testing is a fancy term describing a testing process in which a provider's practice sends an ICD-10 claim to clearinghouses, payers, and necessary vendors to determine if there are any issues associated with the process. It is recommended to test this process prior to October 1, 2014, allowing the practice to fix any necessary issues in order to successfully send an ICD-10 claim for proper reimbursement. The industry has conducted a national ICD-10 pilot and the results are listed in the links provided below.
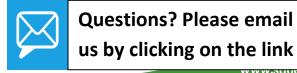
Prior to electronic testing and submitting an ICD-10 code, providers should establish the 5010 version to submit electronic claims. To view resources provided by CMS, click here.

- Version 5010 D.O and 3.0 Overview

- Version 5010: Testing Readiness, What You Need to Know

- FAQs: Versions 5010 and D.O Upgrade Basics

- Talking to Your Vendors About ICD-10 and 5010

After establishing the 5010 foundation, providers will want to review the following for End-to-End testing associated with submitting ICD-10 claims.

- CMS/Workgroup for Electronic Data Interchange (WEDI) End-to-End Testing Virtual Event

- CMS/WEDI Provider Session Presentation

- CMS/WEDI Provider Checklist

- For information on End-to-End testing listening sessions, please click here and check back here in the summer of 2013 for 100-200 most common medical condition test case scenarios

- See what Office Ally is doing to prepare for ICD-10

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www.stjoe.org

Communications

It is never too early to communicate early ICD-10 awareness. St. Joseph Health is focusing on ICD-9 documentation issues that carry over to ICD-10 and will create awareness around these issues for providers. Communication and updates around ICD-10 will be provided through multiple communication channels. Please see below:

- St. Joseph Health Pulse (Physician Mobile App)

    - [This can be downloaded here for iPhone](#)

    - [This can be downloaded here for Android](#)

- St. Joseph Health Huddle (Weekly Communication Newsletter)

- If connected to the IPA, please view the webpage for updates

    - [St Jude Affiliated Providers](#)

    - [St. Joseph Hospital Affiliated Providers](#)

- Other communication methods through Medical Staff (Briefings, etc.)

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Related Links

There are multiple free resources for additional ICD-10 information and updates around this transition. Please view the following:

- Interested in a ICD-10 Financial Risk Calculator? View this free resource offered by Health Information Management Systems Society (HIMSS).

- Various ICD-10 articles and selected readings are listed below:

    o Countdown to ICD-10 is On

    o Superbill Conversion Information and Examples (Examples related to American Academy of Otolaryngology)

    o AMA: Preparing for the Conversion from ICD-9 to ICD-10: What You Need to Be Doing Today (please note the date is not updated to reflect the new October 1, 2014 date)

    o ICD-10 Upgrade: What to Expect from Vendors

    o Top Documentation Issues for ICD-10

    o AHIMA Comments on Nachimson Report

    o Ten for 10: Top Ten Reasons We Need ICD-10 Now

    o Ten things to Know about ICD-10 Implementation for Providers

    o Why the Delay is Good for Your Practice

    o Top Reasons to Not Delay ICD-10

    o 10 Ways ICD-10 Will Improve Quality of Care

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Stay Connected

Sign up for the following Newsletters to receive emails on ICD-10 updates:

- CMS Newsletter

- ICD-10 Monitor Newsletter

- AHIMA ICD-Ten e-Newsletter

- ICD-10 Watch Newsletter

- "Talk Ten Tuesdays" provide quick updates around ICD-10 through Podcasts

- Please view previous CMS emails around ICD-10 here

Review professional organizations and search for "ICD-10" on these sites. Providers will be able to find available resources focused on ICD-10 readiness. For example, here are ICD-10 resources for the following organizations:

- American Academy of Neurology

- American Congress of Obstetricians and Gynecologists

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